

Statewide Information Management Manual 55

Information Technology Cost Reports

Frequently Asked Questions

Information Technology Policy Letter (ITPL) 10-18, issued on December 30, 2010, directs departments to report past year actual and current year planned information technology purchases to help identify IT spending in the state.

The FAQs and answers listed below are to assist in the completion of the IT Cost Reports.

Requirements

An updated workbook is available for completion of the IT Cost Report. Changes to the workbook include adding funding splits for each fiscal year, eliminating the separation of current year cost information into actual and projections, asking for two prior years actual cost information, and separating the organization name from the organization code.

The workbook is restricted to allow only data entry in the appropriate fields and eliminate the risk of overwriting a formula. Do not add, delete, or make any changes to the workbook, unless requested, or the IT Cost Report may be returned to you for proper completion.

1. General

1.1 Q: In general, what changes have been made to the IT Cost Report?

A: There will only be one submission phase beginning in 2010-11, compared to the two phases in 2009-10. The IT OE&E Reduction and the Savings Opportunities worksheets have been replaced with the Standard Complement and Completed Projects M&O worksheets. Also, the current year actual and projected costs are combined into one column on the Computing Cost and Networking and Telecommunication worksheets. An itemized list of the worksheet changes for 2010-11 are included in Attachment A of ITPL 10-18.

1.2 Q: We need more time to complete the worksheets and get through Department and Agency approvals. Can we have an extension?

A: The data requested is of a critical nature and needs to be completed within the due dates listed in the ITPL.

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1.3 Q: Can I add cells to provide more information or delete cells that are not applicable?

A: Please do not add or delete cells to the Computing Costs or Network tabs on the IT Cost workbook. This will affect our ability to combine and analyze the data from all departments. If there is a need to provide additional information for clarity, please include a footnote at the bottom of the worksheet.

1.4 Q: There are formulas in certain cells. Can I override these formulas?

A: Do not write over any formulas in the workbook. These are summations of the data presented in the workbook.

1.5 Q: IT Personnel – the instructions state that the IT personnel includes all state personnel employed in IT or telecommunications classifications. Do we also include IT Branch staff in generalist classifications?

A: IT personnel is defined in [SAM 4819.2](#) as follows: All state personnel employed in IT or telecommunications classifications and all personnel of other classifications in state agencies who perform information technology activities for at least 50 percent of their time.

1.6 Q: The categories for personnel do not include all the functions performed in an IT department. Is the line for Agency IT Personnel supposed to be a total of all the PYs? If it is, where do I count the staff who perform administrative related functions such as financial, asset management, governance, architecture, project management, procurements, developers, etc.?

A: The Computing Costs tab has categories for PMO staff, Administration staff, Application Developers, IT Managers, IT Procurement staff, and temporary help (e.g. Student Assistants and Retired Annuitants). If an IT position does not fall into one of these categories, use your best judgment as to which category closely fits into their duties.

1.7 Q: Our consultants and contracts are a single expense code. Can we report them as one total?

A: Consultants and contracts need to be separated into the appropriate categories for which services were performed or are planned.

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2. Computing Costs

2.1 Q: Where do we include Costs and PYs for Novell?

A: Costs for Novell software, hardware and consultant support should be included in Item 11 (Wintel Servers) and include a footnote at the bottom of the worksheet to explain that these resources are for Novell on Intel. Include the Novell-related PYs in Item 11 and include a footnote at the bottom of the worksheet to explain that these resources are for Novell on Intel.

2.2 Q: Data Center Interagency agreement is listed separately on number 9 in the Computing Costs worksheet and number 13 on the Network Costs worksheet. Am I supposed to put all OTech interagency costs here in one lump sum for each worksheet?

A: The interagency agreement costs for Computing and Network are independent of each other. Do not duplicate these costs on each worksheet. Each line should be the total of IAAs not listed on any other line item.

2.3 Q: We do not have a mainframe, but do have staff that support the applications on the mainframe at OTech. Do I include those staff here or is this category only for the people that actually support an in-house mainframe?

A: Use the category for Application Developers.

2.4 Q: What is the definition of a computer room that needs to be reported?

A: Use the definition in [ITPL 09-04](#). Computer room: any space that houses computer operations. Such computer operations could utilize mainframes, servers, or any computer resource functioning as a server.

2.5 Q: Number of physical servers – What should be included in this section? Do Departments report the number of physical servers purchased in the FY or total inventory of physical servers (to include costs for purchase of new and support of existing)?

A: Report the total server inventory. Hardware costs should include direct expenditures for server refresh and replacement, additional server purchases, and associated hardware maintenance.

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2.6 Q: Computing Worksheet and Instructions, the first item is Agency IT personnel. Instructions say that Agency Personnel is defined as all agency personnel costs. However, later the worksheet asks for personnel in Wintel servers, storage and client & peripherals areas. This would be duplicate counting. How do you record the personnel?

A: Page 4 of the instructions contains a note that clarifies the expectations. *Note: Items 1 and 2 below are roll up categories.* Lines 1 and 2 automatically calculate and do not need any manual entry.

2.7 Q: Where on the cost worksheets would fax machines and printers be entered?

A: Include these costs in line 14e – Client Peripherals.

2.8 Q: What would be included in the various “other” categories on the cost worksheets? Please provide some examples.

A: Anything that does not fit into one of the listed categories. Include a footnote explanation at the bottom of the worksheet to provide detailed information.

2.9 Q: Where do we include costs for Networked Printers on the LAN?

A: Include the cost under 14e(1) Client Peripherals – Printers.

2.10 Q: Where do maintenance agreements go? Items such as printer maintenance, software maintenance, etc.?

A: Include these amounts with the related hardware or software.

2.11 Q: Line items 9d and 9f request costs for Electricity and Heat Management. Some departments have leases that do not itemize these costs. Please advise.

A: If you do not have the amount, leave blank and include a footnote at the bottom of the worksheet with an explanation that the level of detail requested is not available.

2.12 Q: Where do you recommend classifying those machines being run with i5 operating system?

A: Choose the appropriate category under line 12 (Unix/Linux). Include a footnote at the bottom of the worksheet with an explanation.

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2.13 Q: In regards to CaMail services at OTech, this is not the client (MS Outlook) – which we will have to derive from our Microsoft Enterprise Licensing Agreement, there are no categories that offer an IAA for services of this sort. Do we use the Supplemental Personnel IAA?

A: Use Line 9(b1) – Interagency Agreement. (State Data Center)

3. Network & Telecommunication Costs

3.1 Q: WAV and Voice Premise Technology – Are the entire phone charges (monthly service bill from AT&T, etc.) to be included here? If so, in what category in the worksheet?

A: Include the monthly phone service bill in line 13b Other Network Costs – Purchase Order or Contract and include a footnote at the bottom of the worksheet listing the service and the amount.

3.2 Q: Cellular Communications - Are the entire cellular phone charges (Verizon and Sprint) to be included here? If so, in what category in the worksheet?

A: Include the monthly cellular phone service bill in line 13b Other Network Costs – Purchase Order or Contract and include a footnote at the bottom of the worksheet listing the service and the amount.

3.3 Q: Wide Area Voice (WAV) – What is the definition of a call center?

A: Examples of a call center are those operated by FTB, EDD, and DMV.

3.4 Q: We pay vendors for the use of such things as the office phone system. Where should these costs be reported?

A: In the Networking & Telecommunications Cost Worksheet, under Category 10 - Voice Premise Technology, report these costs in sub-category Hardware (10c).

3.5 Q: Under what area are you expecting to see the Blackberry yearly maintenance/support (24x7 phone support) contracts listed?

A: Line 11d. – Cellular Communications Software.

3.6 Q: What is the instruction for line item 17 (Total Interagency Agreement Costs)?

A: This is the total of all IAAs reported on this worksheet.

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3.7 Q: For item 10, Voice Premise Technology, the instructions indicate that long distance charges should not be included. Some department billings do not itemize long distance. Please advise.

A: If you do not have the amount, leave blank and include a footnote at the bottom of the worksheet with an explanation that the level of detail requested is not available.